

# CincyStat Tenets

1. Accurate & Timely intelligence shared by all
2. Effective tactics and strategies
3. Rapid deployment of resources
4. Relentless follow-up and assessment

# Customer Service Requests and Call Center

- ▶ FY16 Customer Service Performance Agreement Priority:

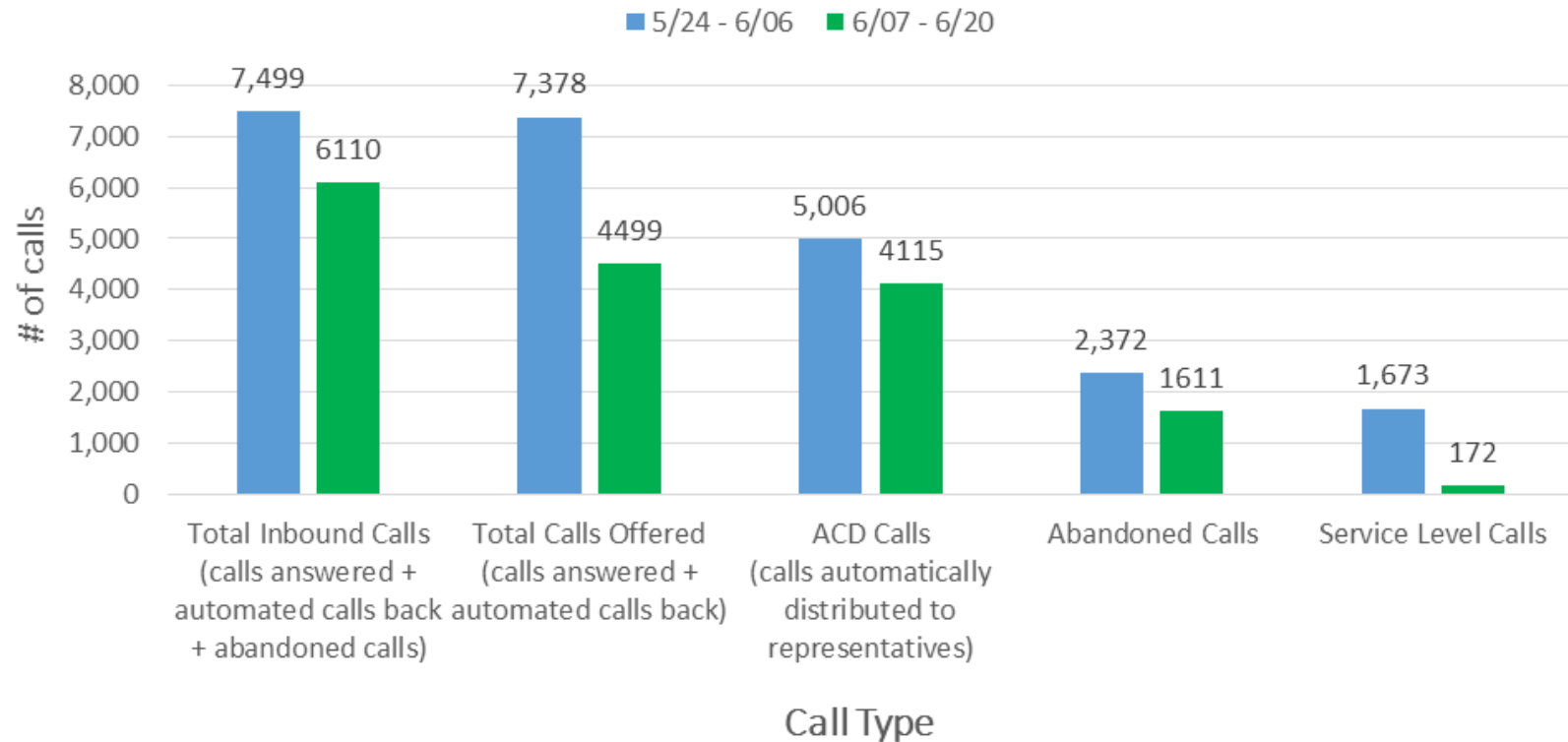
*Focus on delivering **high quality customer service** to all Cincinnati residents and department customers by using **data driven tactics and strategies to continuously improve.***

*Develop a service catalog of all transactional services provided by the department and begin collecting data on volume of requests and turnaround times.*

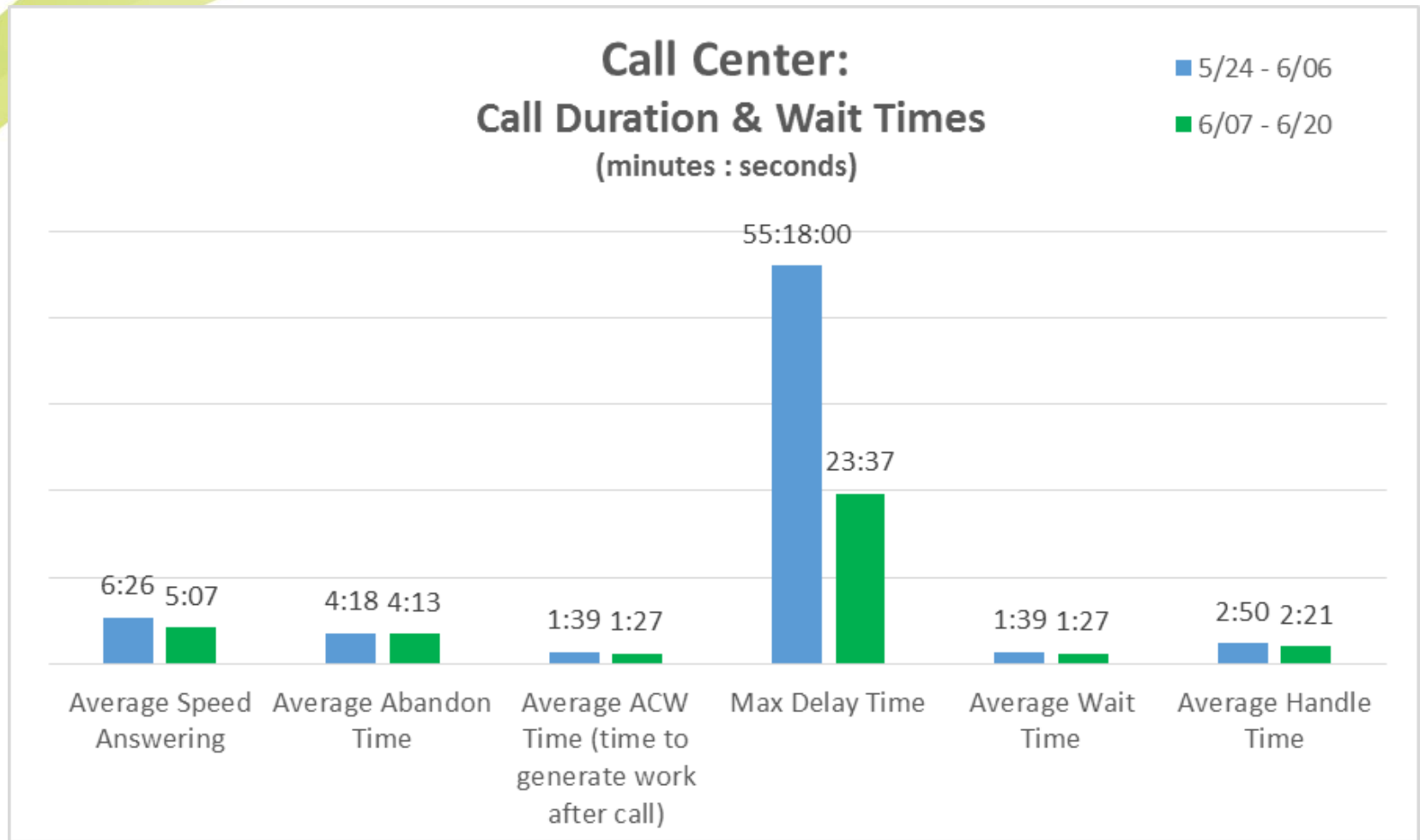
*Look to **establish methods** for receiving customer service feedback.*

# Call Center: Incoming Calls

Call Center:  
Incoming Calls by Type

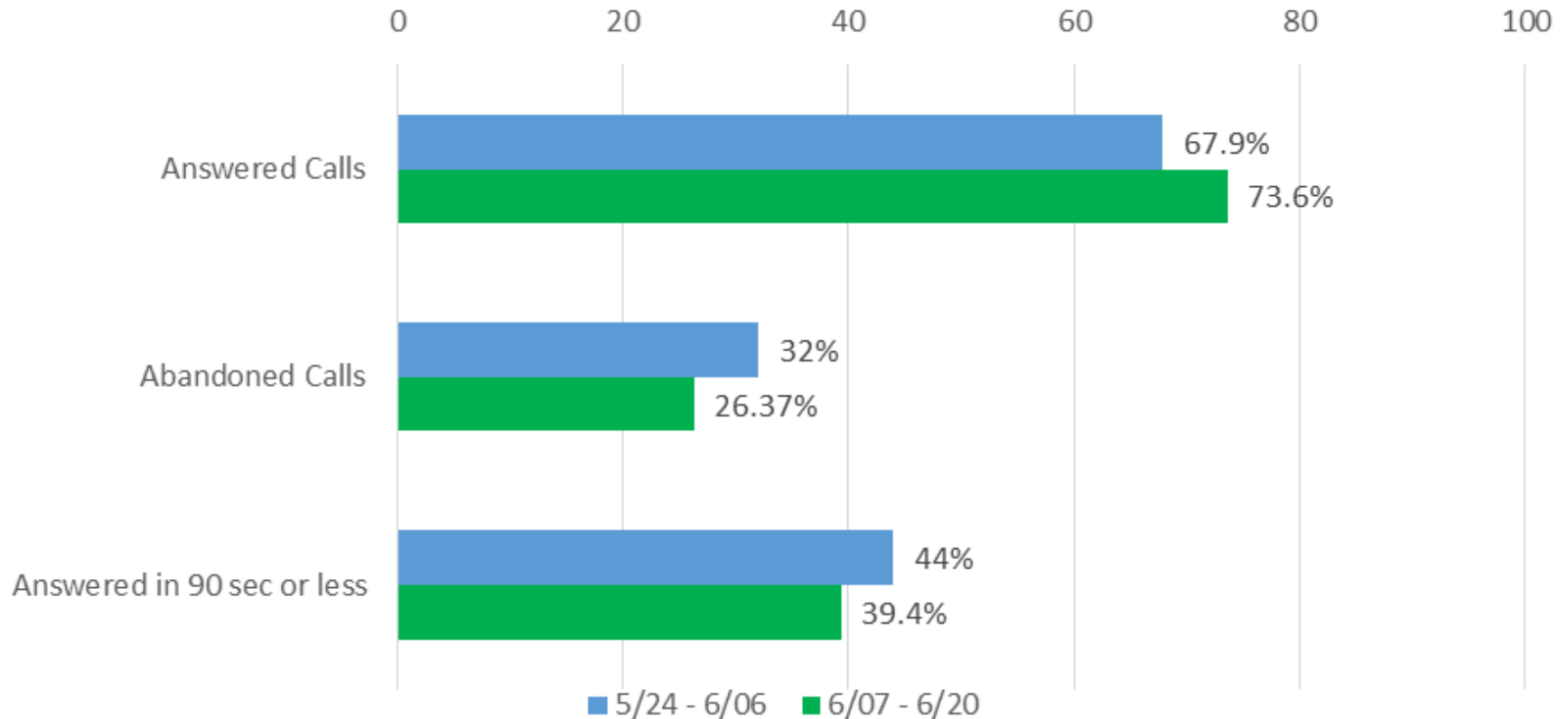


# Call Center: Call Duration



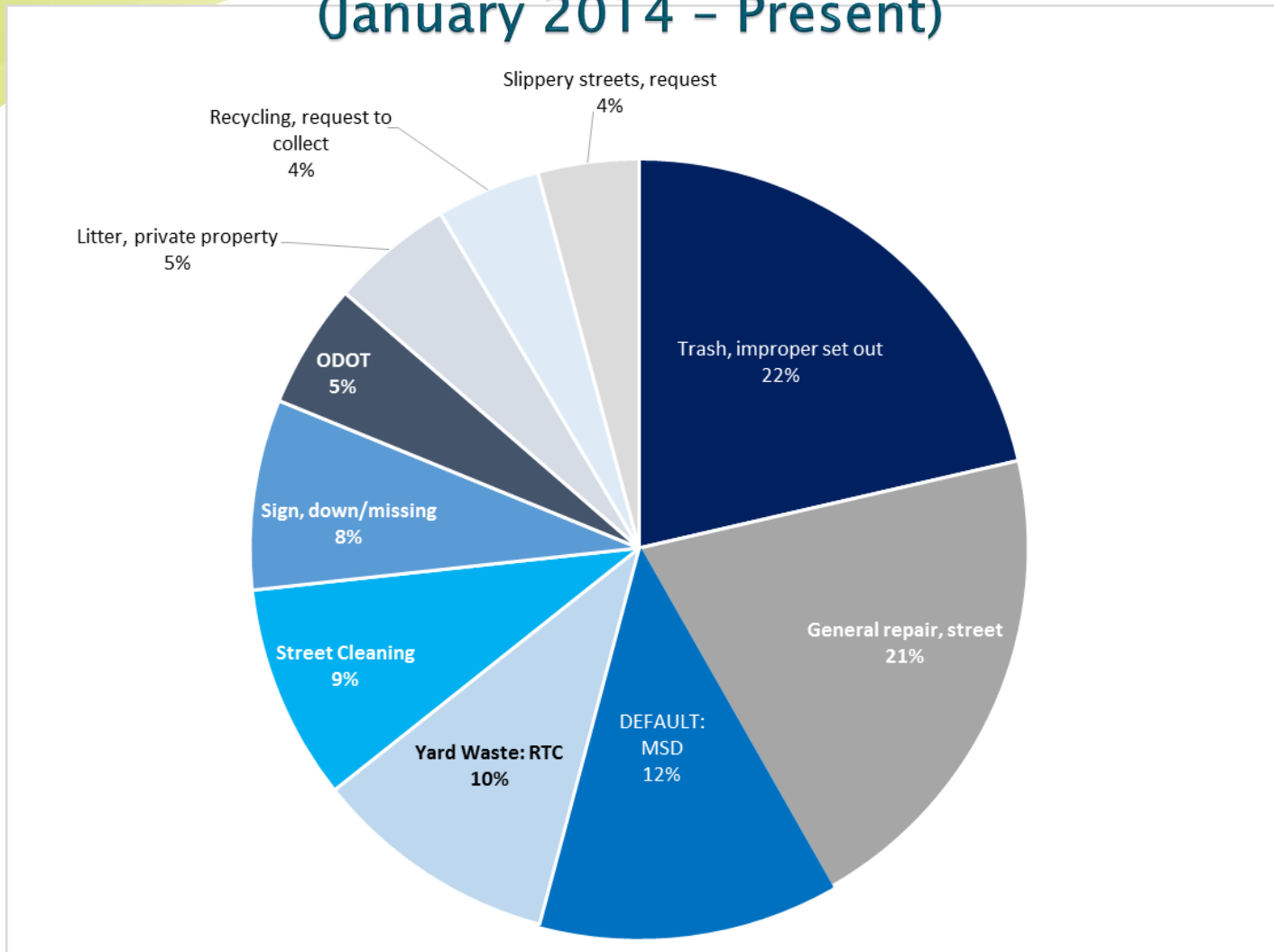
# Call Center: Customer Service

## Call Center: How Effectively are Calls Handled?



# Improperly Categorized SRs: Top 10

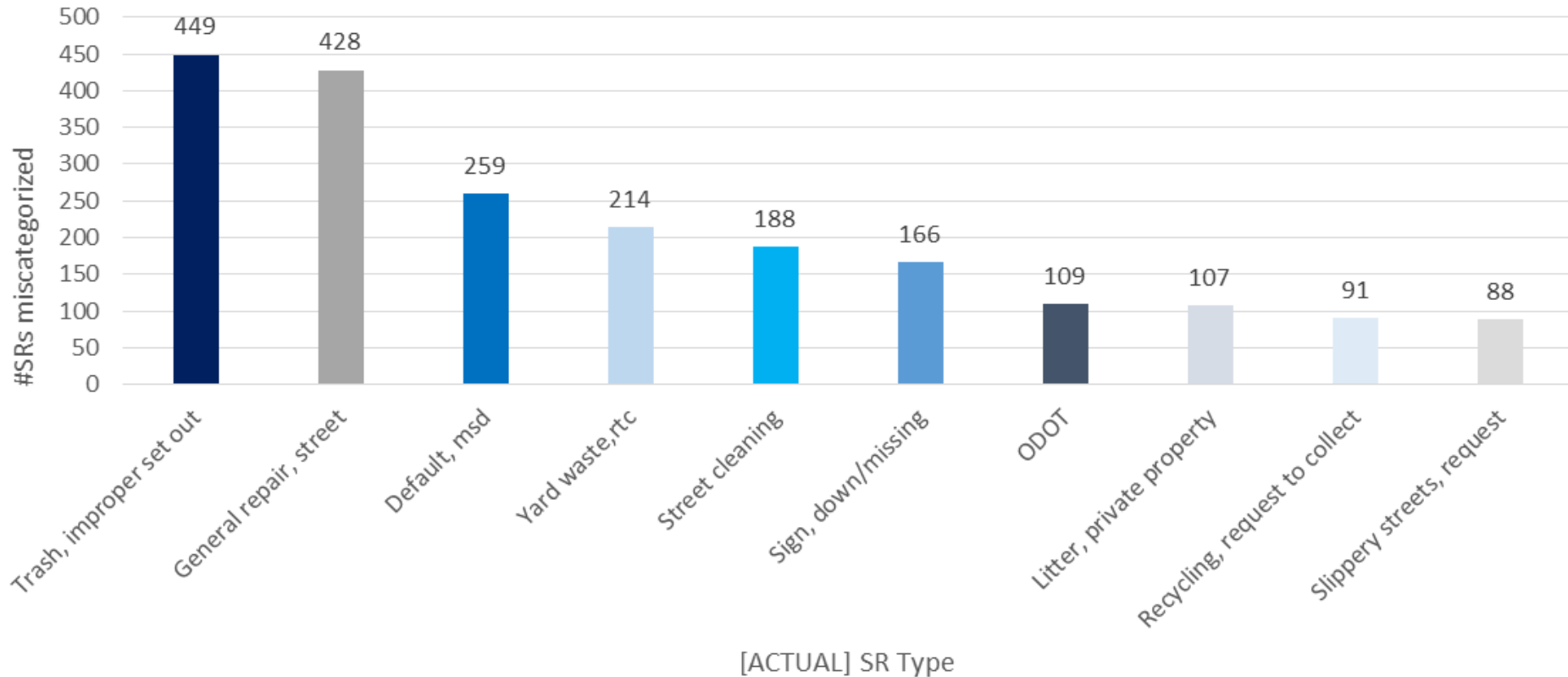
(January 2014 – Present)



# Improperly Categorized SRs: Top 10

(January 2014 – Present)

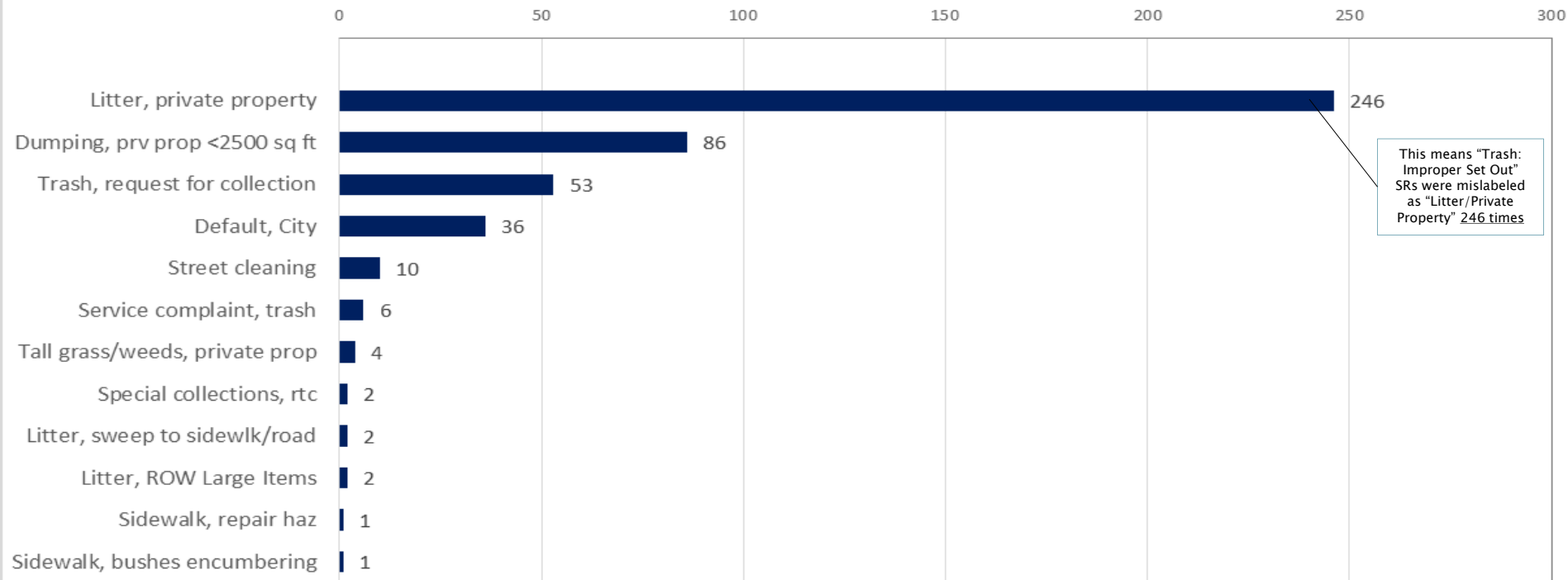
Top 10 Types of Miscategorized SRs





# Improperly Categorized SRs: “Trash: Improper Set Out”

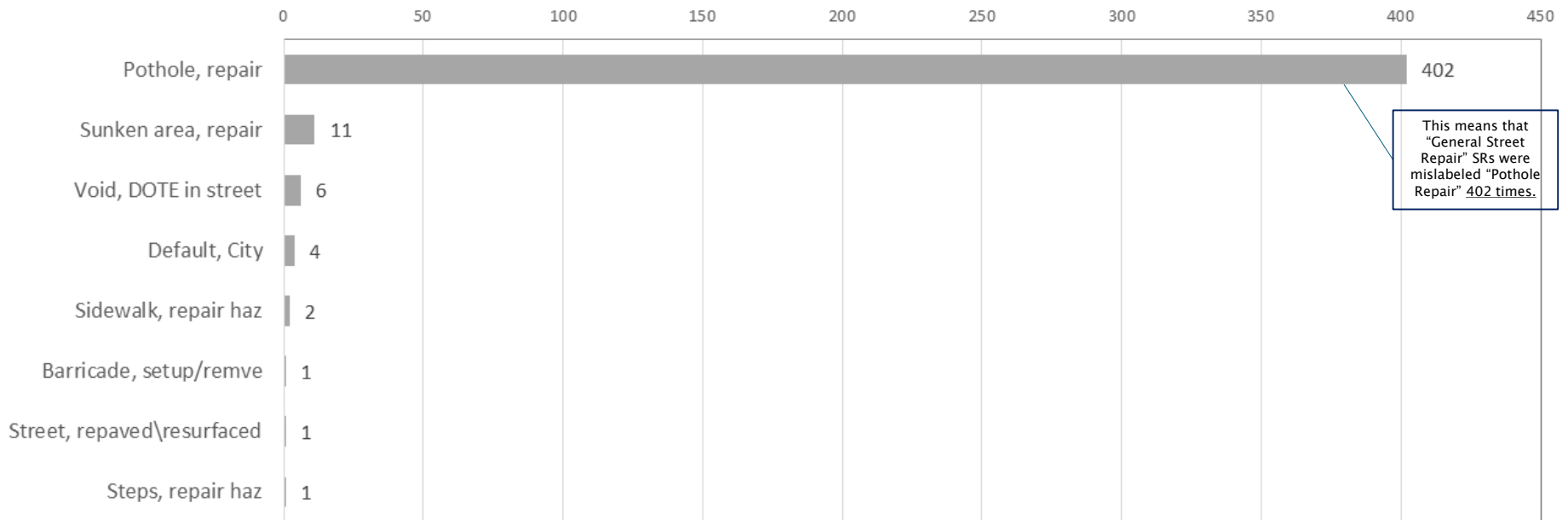
“Trash: Improper Set Out” SRs are initially incorrectly categorized as.....





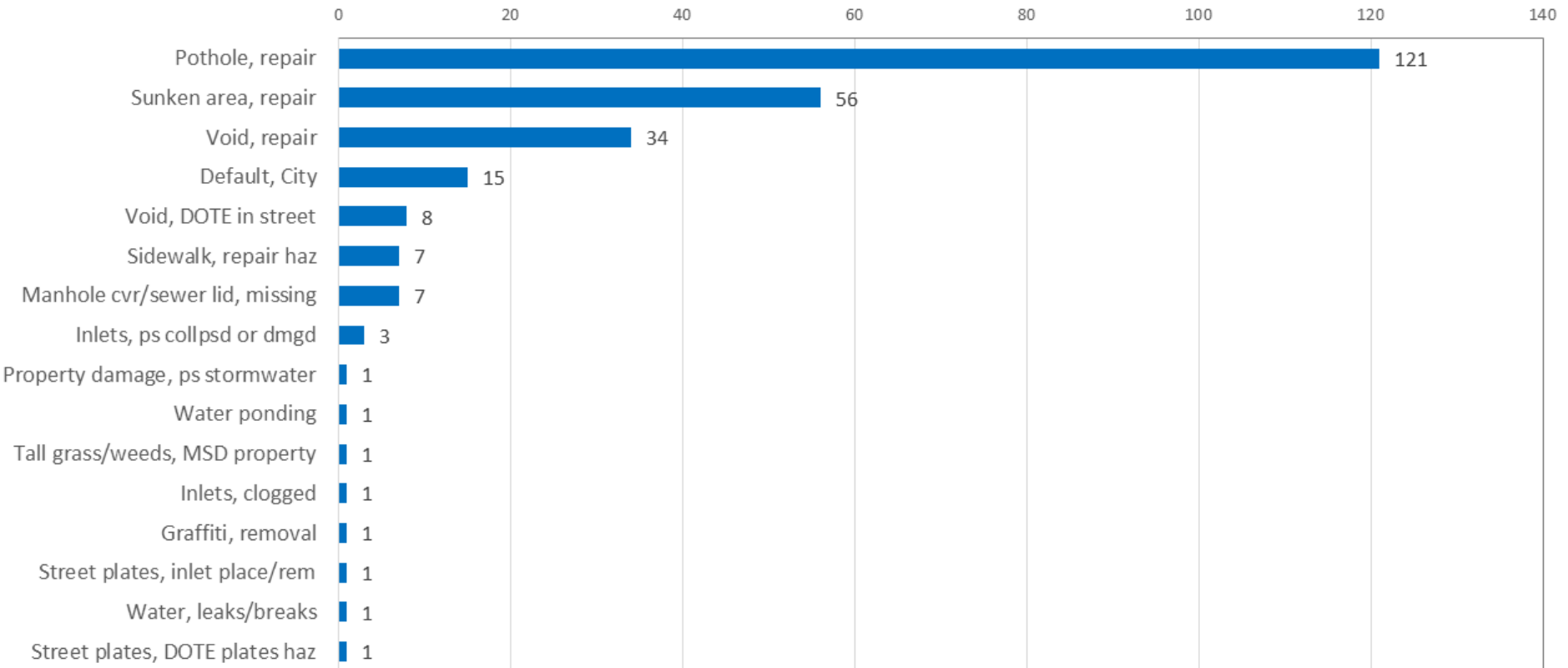
# Improperly Categorized SRs: “General Repair, Street”

“General Repair, Street” SRs are initially incorrectly categorized as....



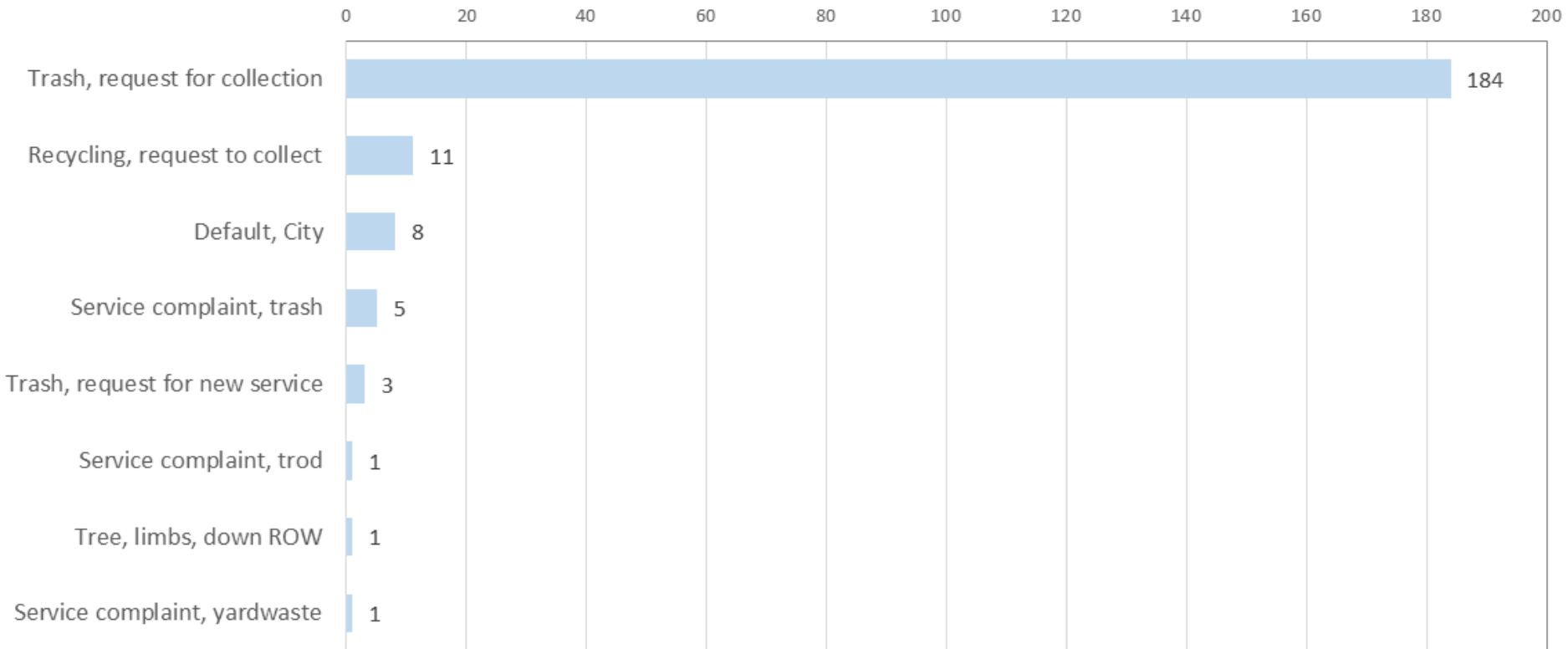
# Improperly Categorized SRs: “Default: MSD”

"Default, MSD" SRs are initially categorized as....



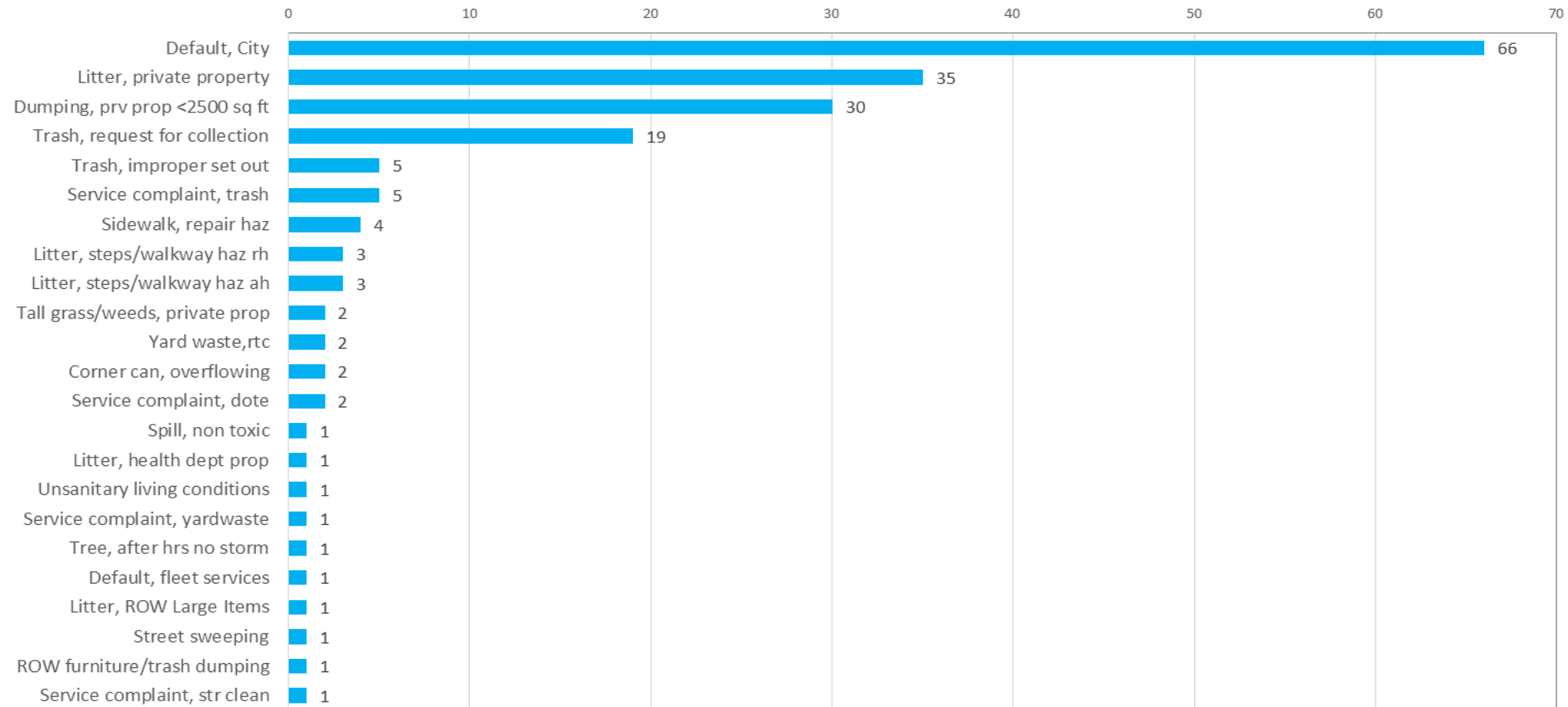
# Improperly Categorized SRs: “Yard Waste, RTC”

"Yard Waste, RTC" SRs are initially categorized as....



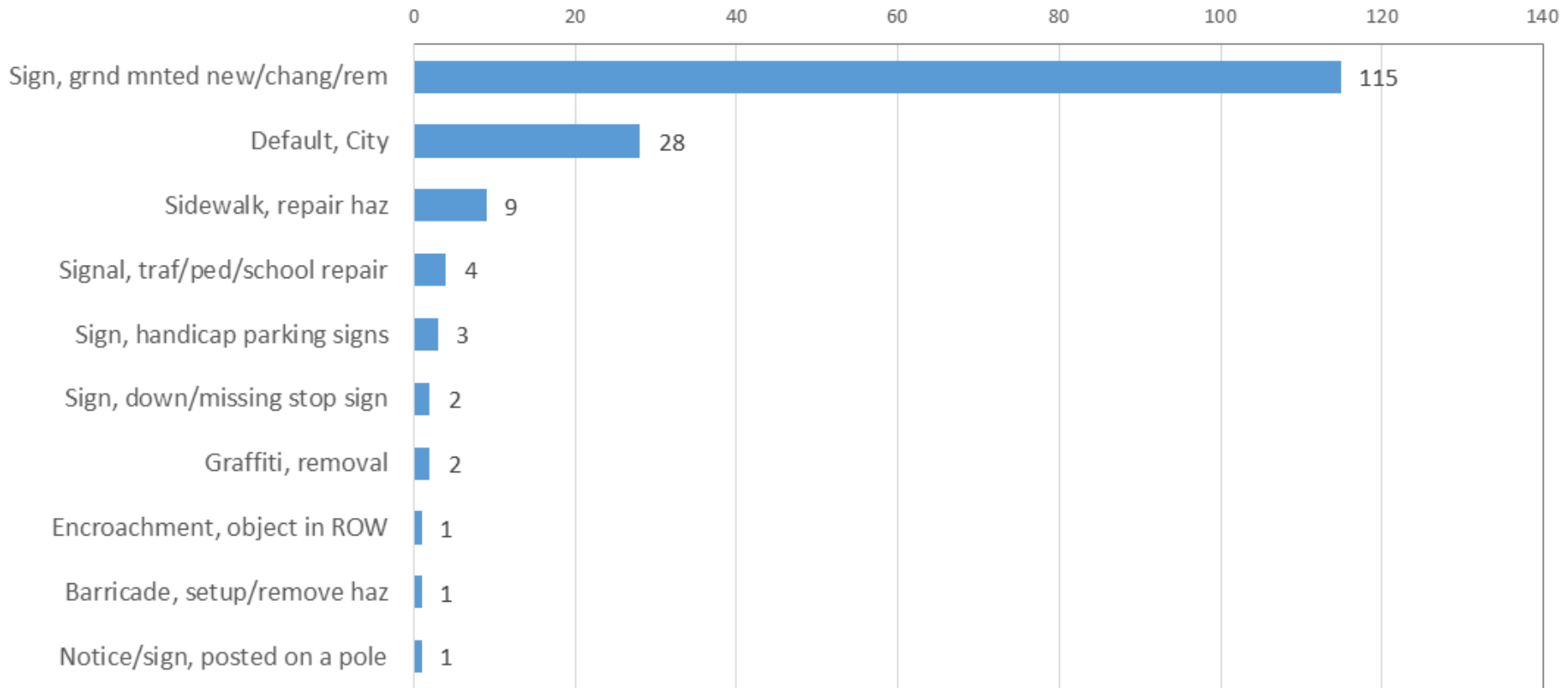
# Improperly Categorized SRs: “Street Cleaning”

"Street Cleaning" SRs are initially categorized as....



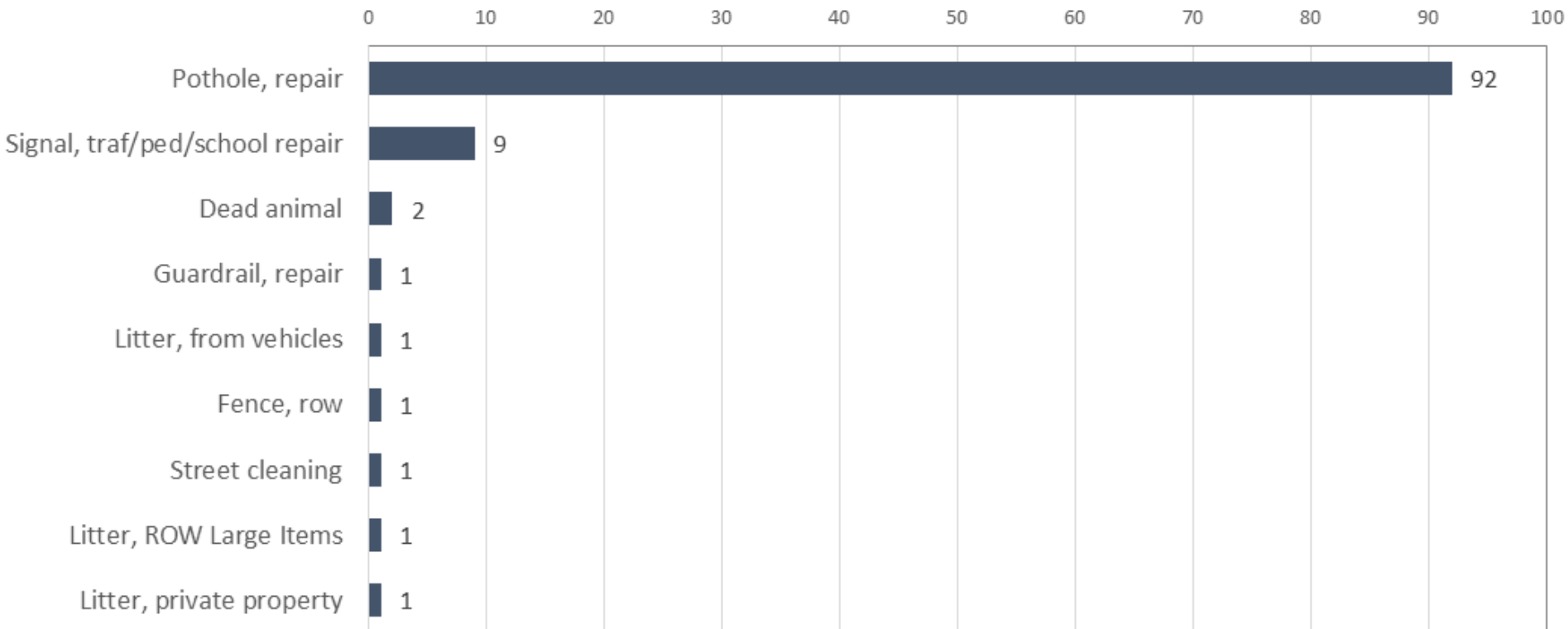
# Improperly Categorized SRs: “Sign Down/Missing”

"Sign Down/Missing" SRs are initially categorized as....



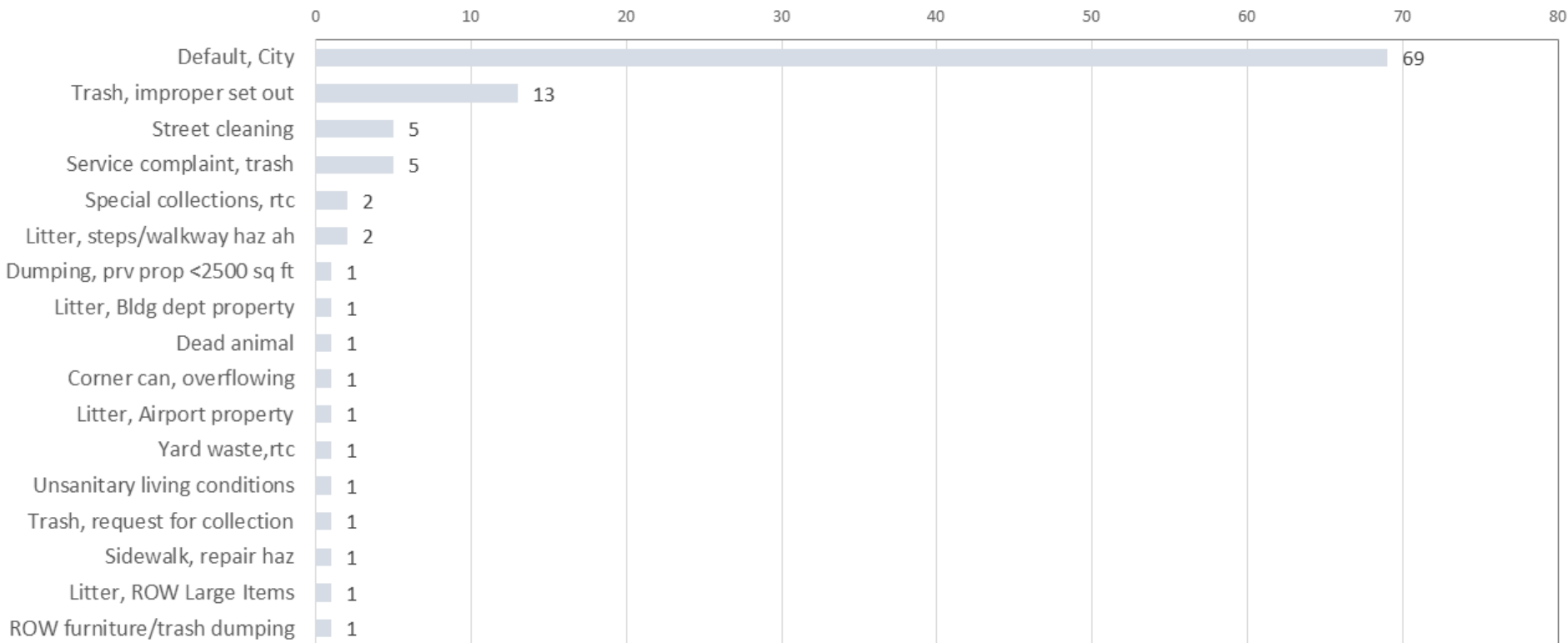
# Improperly Categorized SRs: “ODOT”

"ODOT" SRs are initially categorized as.....



# Improperly Categorized SRs: “Litter, Private Property”

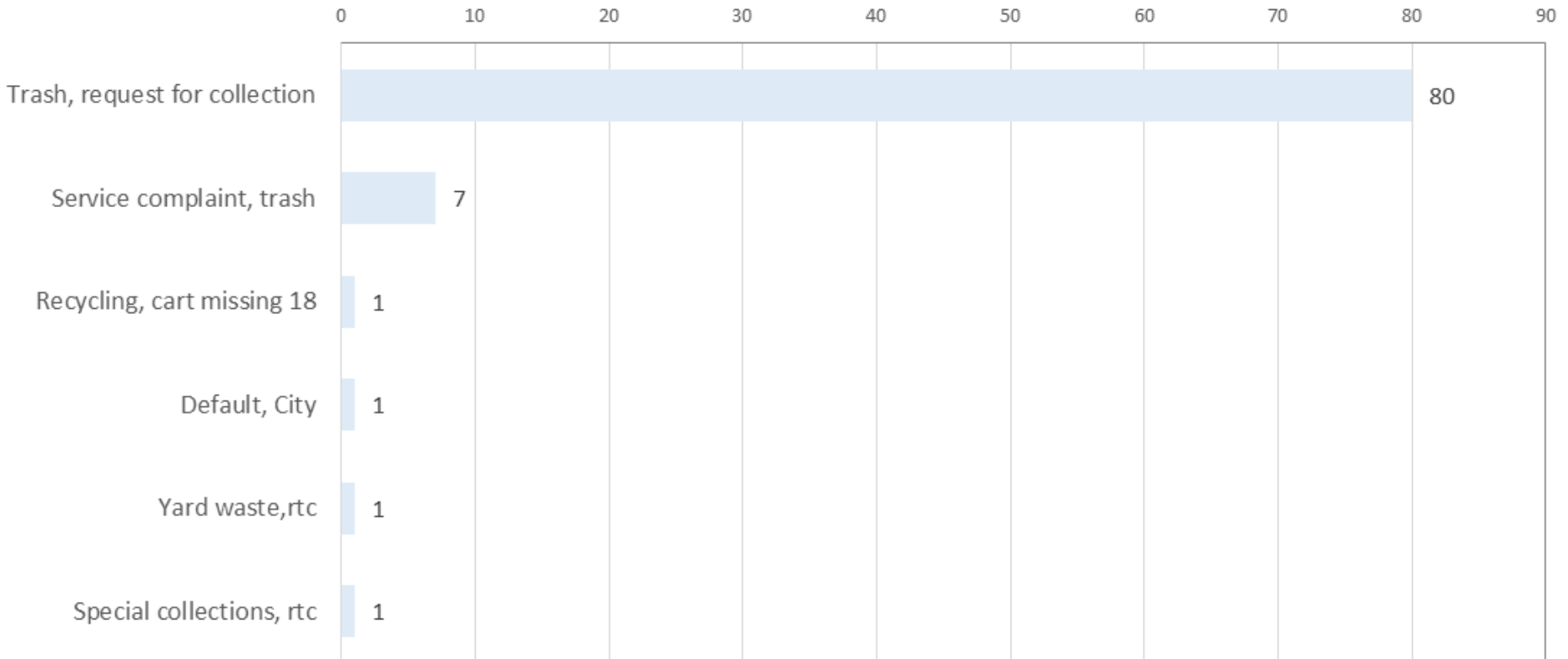
"Litter, Private Property" SRs are initially categorized as....





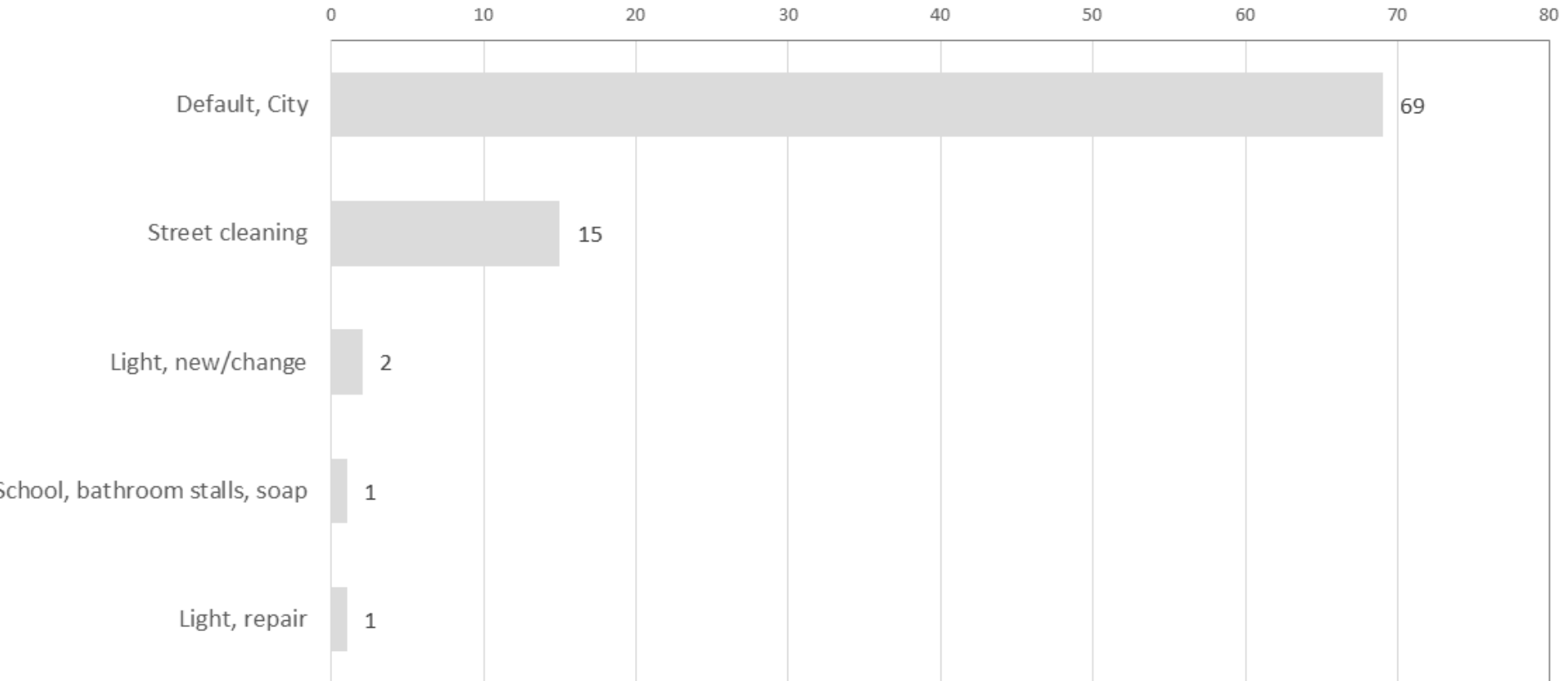
# Improperly Categorized SRs: “Recycling, Request to Collect”

"Recycling, Request to Collect" SRs are initially categorized as....



# Improperly Categorized SRs: “Slippery Streets”

"Slippery Streets" SRs are initially categorized as....



# Customer Service: Sample CSR Survey Questions

- ▶ Was your service request resolved?
- ▶ Overall, how do you rate the quality of service provided by the online service system?
- ▶ Was the online service user-friendly and easy to navigate?
- ▶ Was the information obtained from the online service helpful?
- ▶ What level of confidence do you have in the City to deliver services you require?
- ▶ Based on your experience, how likely are you to use this application in the future?

# Fieldwork: Graffiti Truck

Graffiti Truck, corner of Vine Street and W Clifton Ave.



# Graffiti Truck:

## ► Sec. 758-2. Junk Motor Vehicle

*(1)A vehicle that has been left on private property for more than forty-eight (48) hours or left on a public street, public way, or other property open to the public for purposes of vehicular travel or parking, or upon or within the right-of-way of any road or highway, for more than forty-eight (48) hours; and*

*(2)A vehicle that is three (3) years old, or older; and*

*(3)A vehicle that is extensively damaged, including but not limited to any combination of the following types of damage: deflated, wrecked, or missing tires or rims; missing or wrecked body parts; broken or missing headlights, taillights or brake lights; broken, cracked or missing windows or windshields; missing all or part of the motor or transmission; missing or invalid license plate(s); or a vehicle that is otherwise apparently inoperable; and*

*(4)A vehicle that has a fair market value of one thousand five hundred dollars (\$1,500.00) or less.*



# Graffiti Truck:

## ► Sec. 511–31. Storage of Unlicensed or Inoperable Vehicles in Residence or Commercial Districts

*No person shall store or park for longer than three days any unlicensed or inoperable trailer, semi-trailer, or motor vehicle in any residence district or commercial property other than in a garage or in a place not open to view from any other residential or commercial property or any public street or place. For purposes of this section an unlicensed or inoperable trailer, semi-trailer, or motor vehicle draped by a tarpaulin or similar covering is deemed open to view from another residential property, public street, or place unless it is in a garage or other permanent structure. Each day's violation shall be considered a separate offense.*

*An "unlicensed" trailer, semi-trailer, or motor vehicle shall mean any vehicle not displaying a current, valid license plate, including any validation sticker, other than a vehicle exempt under Ohio Revised Code Chapter 4503. An "inoperable" trailer, semi-trailer, or motor vehicle shall mean any vehicle missing wheels, tires, windshield, motor, or transmission or which has been so damaged as to appear not safely operable. Any vehicle that remains parked at or near the same location for more than 30 consecutive days shall be presumed to be inoperable.*

# Graffiti Truck:

## Who handles these SRs?

- ▶ **Police:** Responsible for junk/abandoned vehicle if it is in or blocking the right-of-way
- ▶ **Buildings and Inspection:** Responsible for junk/abandoned vehicle if it is in the “front yard.”
- ▶ **Health:** Responsible for vehicle if it is located on the property + fits the definition of “junk.”



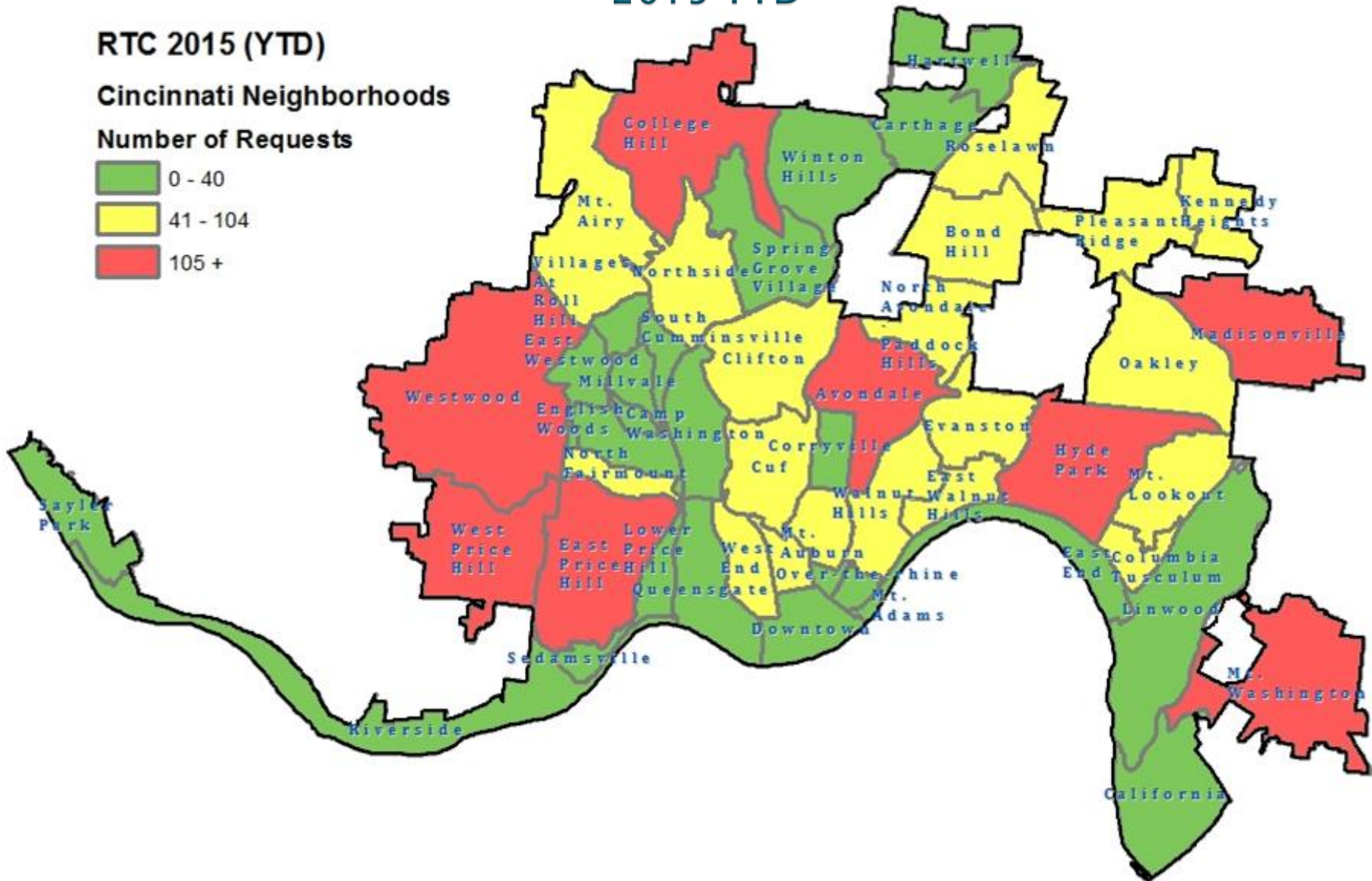
# “Trash: Request for Collection” SRs

## 2015 YTD

**RTC 2015 (YTD)**

## Cincinnati Neighborhoods

### Number of Requests

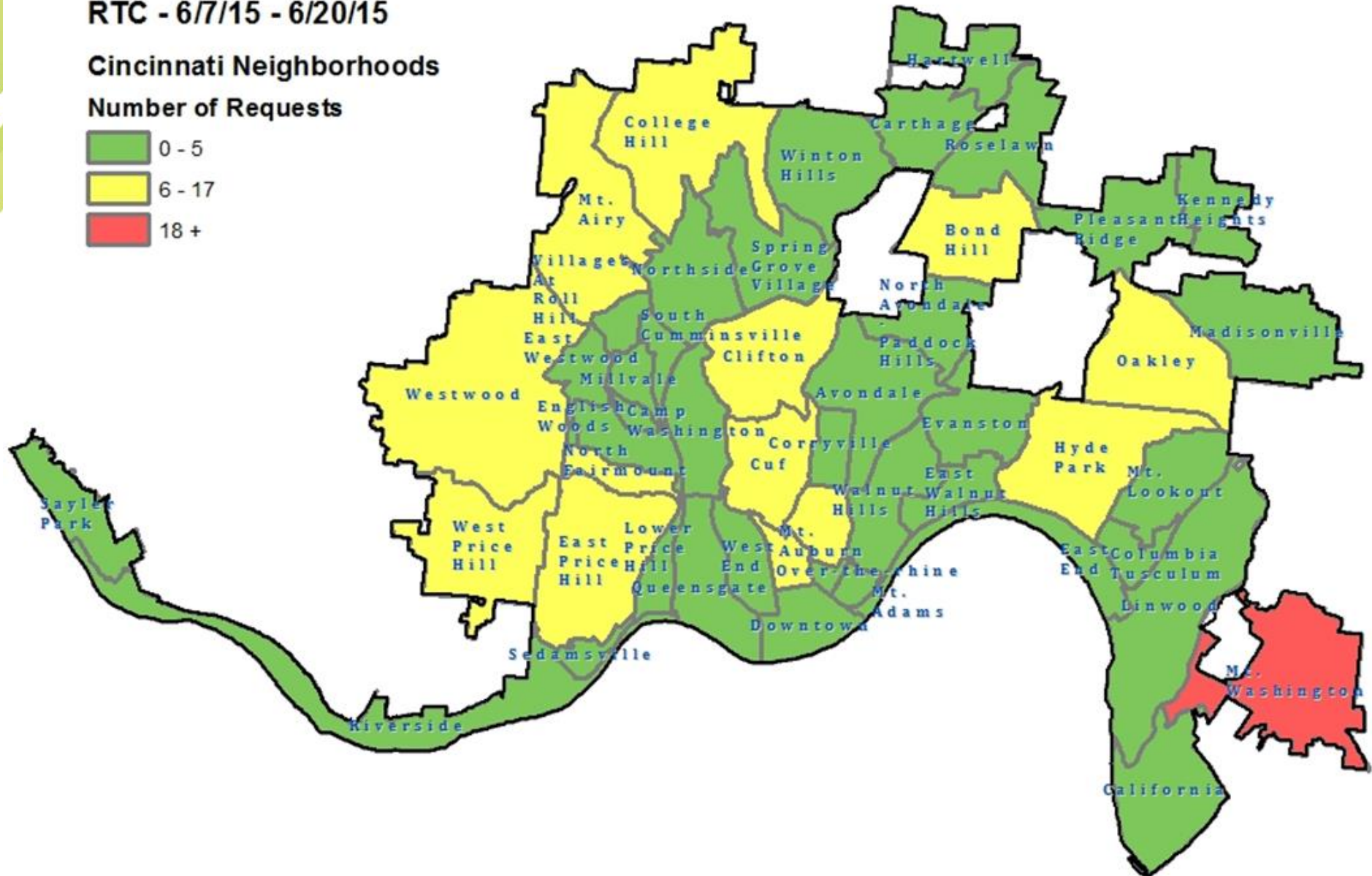


# 6/7/15 – 6/20/2015

**RTC - 6/7/15 - 6/20/15**

## Cincinnati Neighborhoods

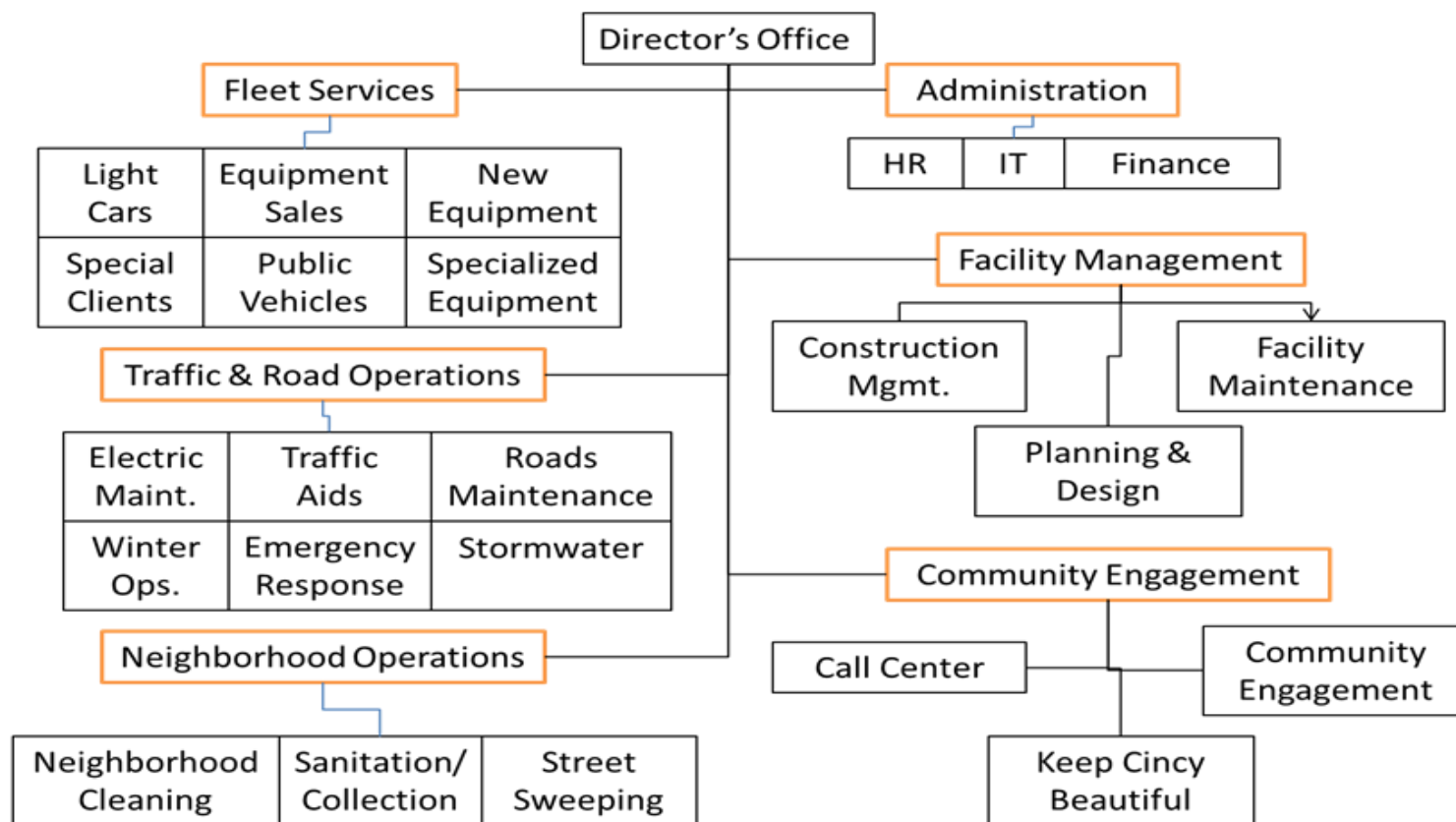
### Number of Requests



# Appendix



# Department Organization



# FY16 Performance Agreement Priorities:

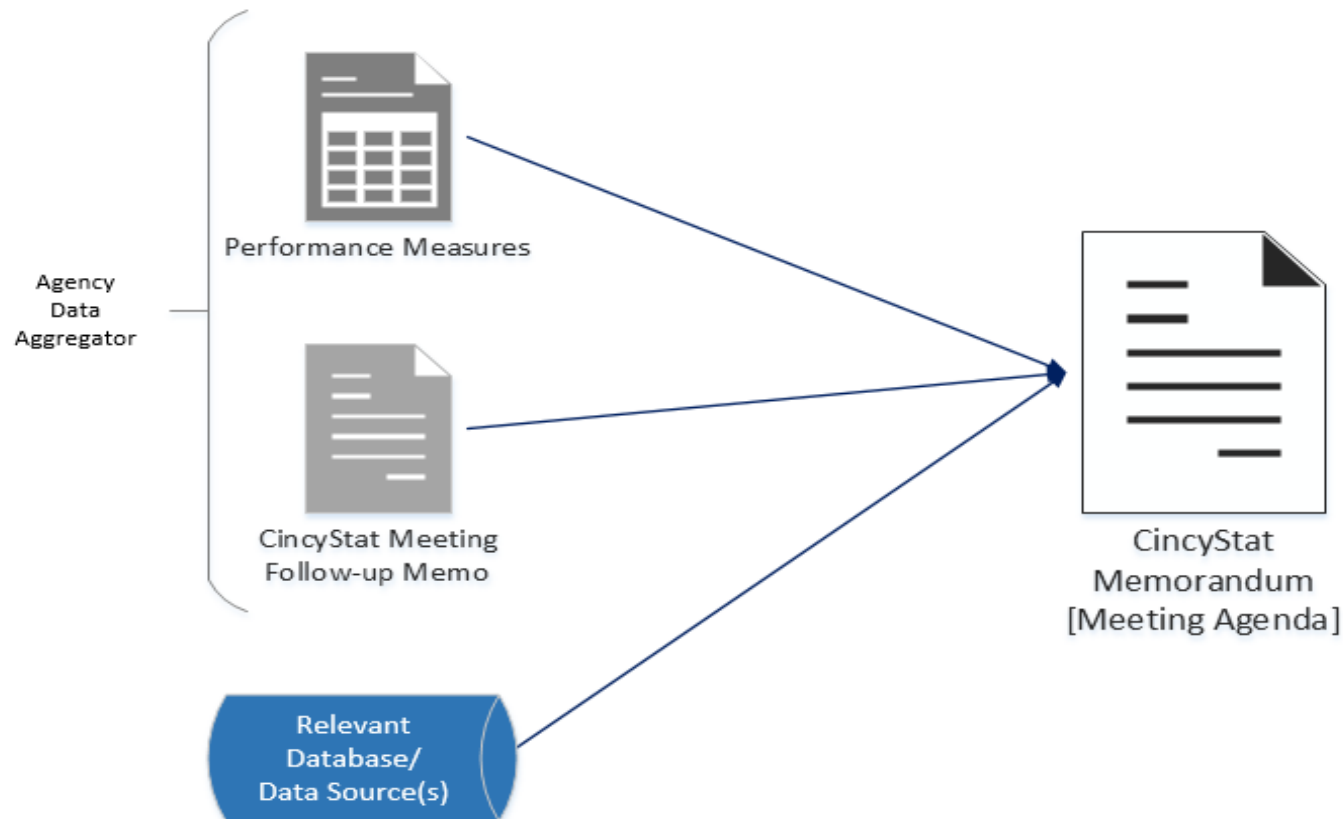
- ▶ Blight Reduction on Private Lots
- ▶ Right of Way & Gateway Greenspace Maintenance
- ▶ Trash Policy
- ▶ Fleet
- ▶ Facilities
- ▶ Snow & Ice Removal
- ▶ Change Orders
- ▶ Energy Conservation
- ▶ Purchasing Centralization & Economic Inclusion
- ▶ Customer Service

# Data Reporting: Bi-weekly Reporting Template

## Performance Measure Data: Reporting Tracker Template

Measure	Data Reporting Period:														
# of Service Requests Created by Type	5/24 - 6/06	6/07 - 6/20	6/21 - 7/04	7/05 - 7/18	7/19 - 8/01	8/02 - 8/15	8/16 - 8/29	8/30 - 9/12	9/13 - 9/26	9/27 - 10/10	10/11 - 10/24	10/25 - 11/07	11/08 - 11/21	11/22 - 12/05	12/06 - 12/19
Special Collections															
Tires															
Animal collection															
RTC Trash															
RTC Yard															
Potholes															
Slippery Streets															
Graffiti															
Illegal Dumping															
Tall Grass/Weeds															

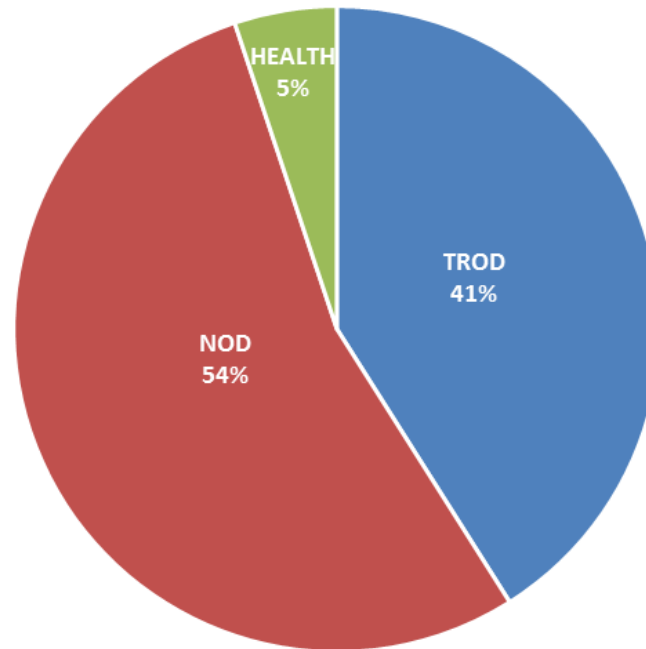
# Data Reporting & CincyStat Meetings





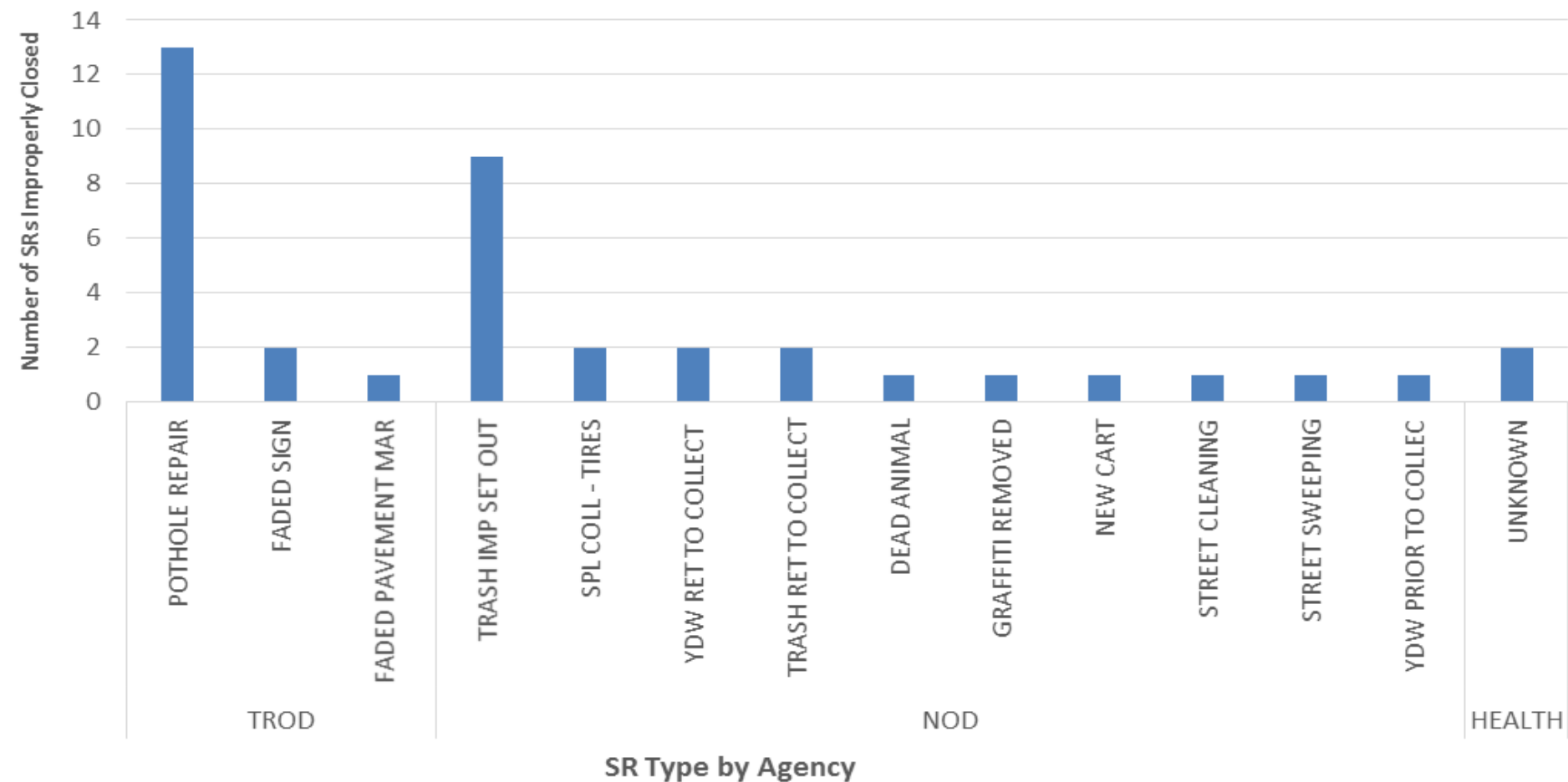
# Service Requests: Improperly Marked “Closed”

Improperly Closed Service Requests  
4/30/2015 - 6/16/2015

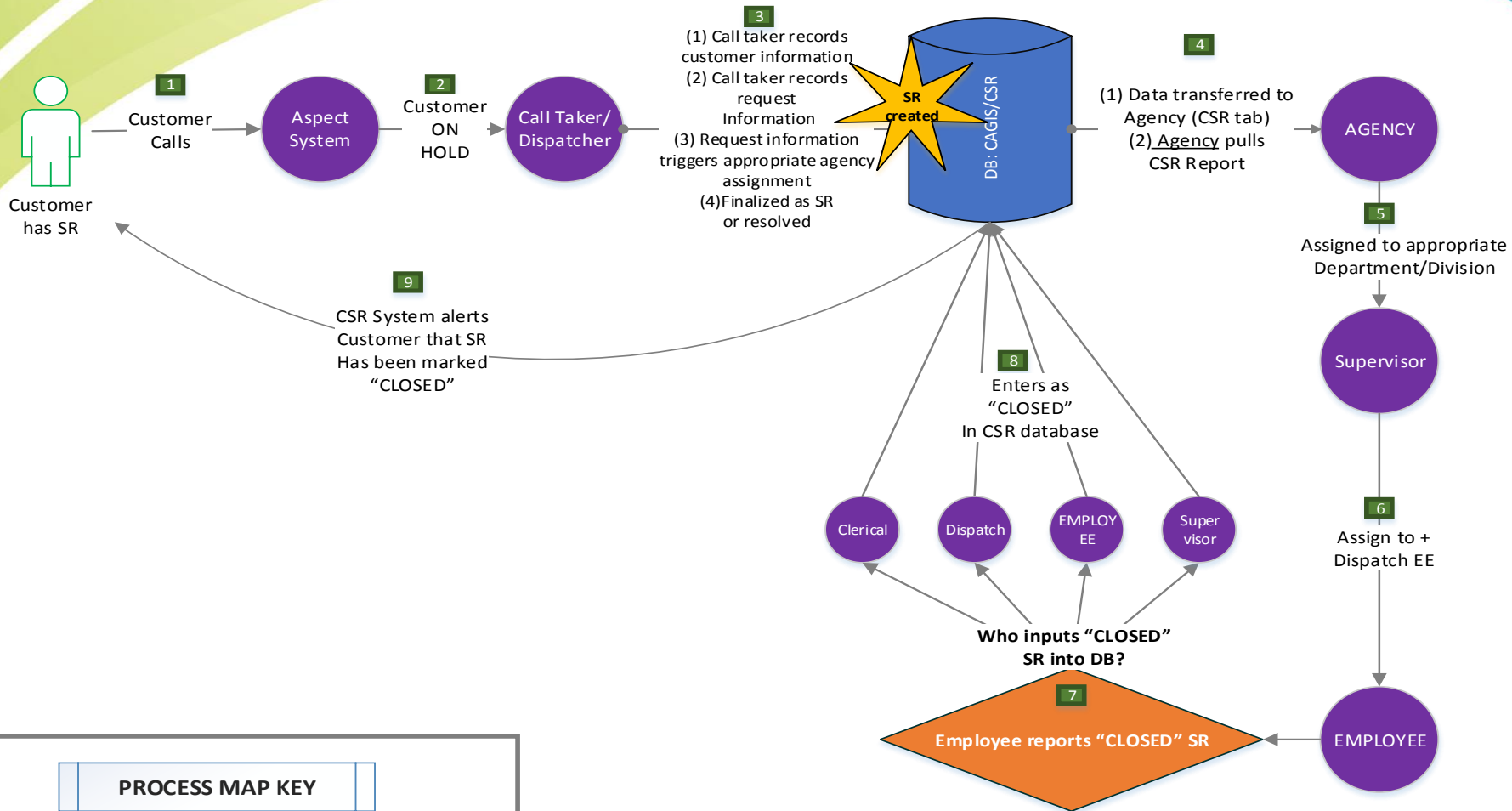


# Service Requests: Improperly Marked “Closed”

Improperly Closed Service Requests  
4/30/2015 - 6/16/2015



# Service Request: Call Center Process



## PROCESS MAP KEY



Person/  
Entity



Process  
Fork/  
Decision  
Point



Step in  
Process



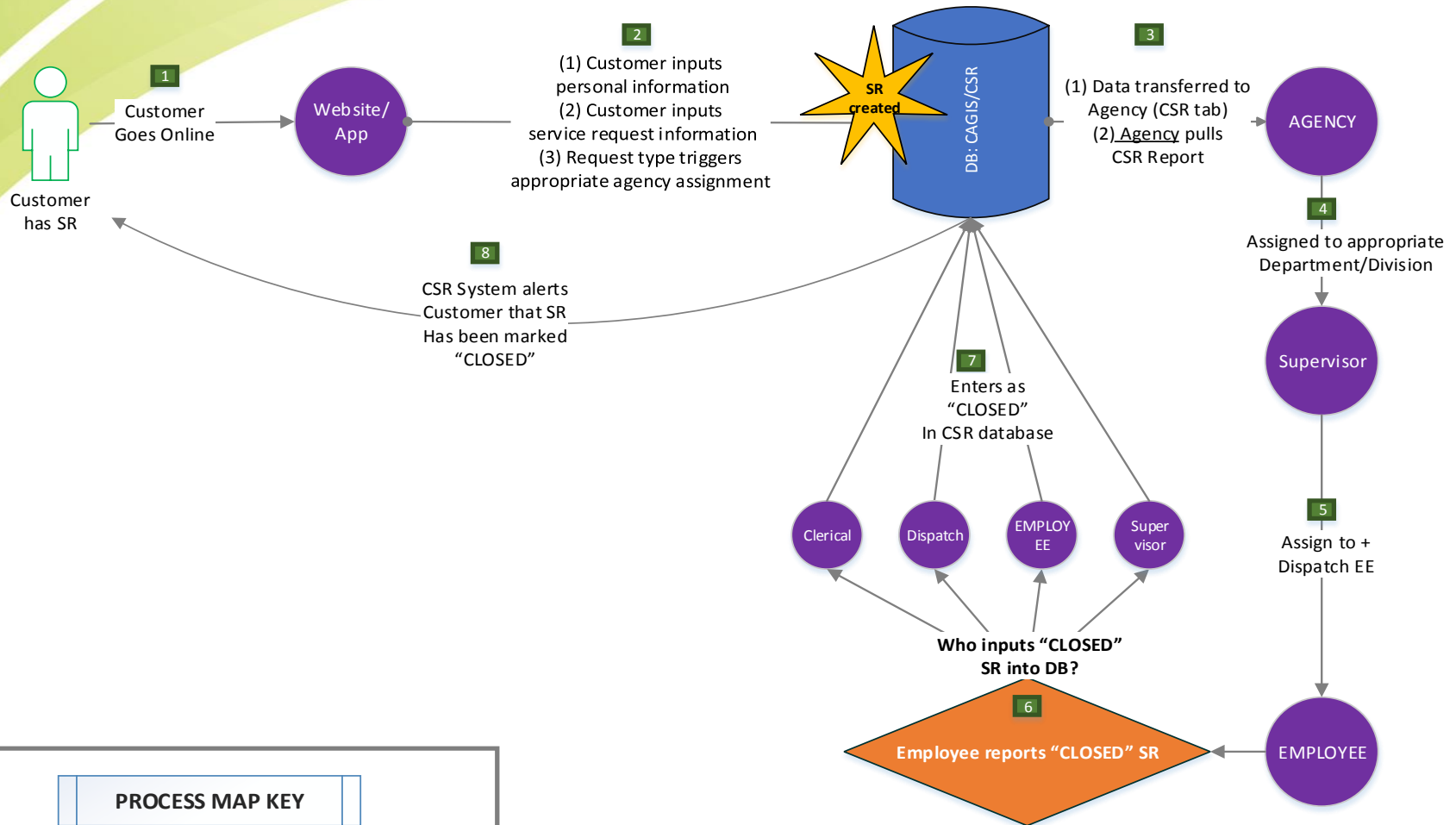
Database



Next Step



# Service Request: App/Website Process



## PROCESS MAP KEY



Person/  
Entity



Process  
Fork/  
Decision  
Point



Step in  
Process



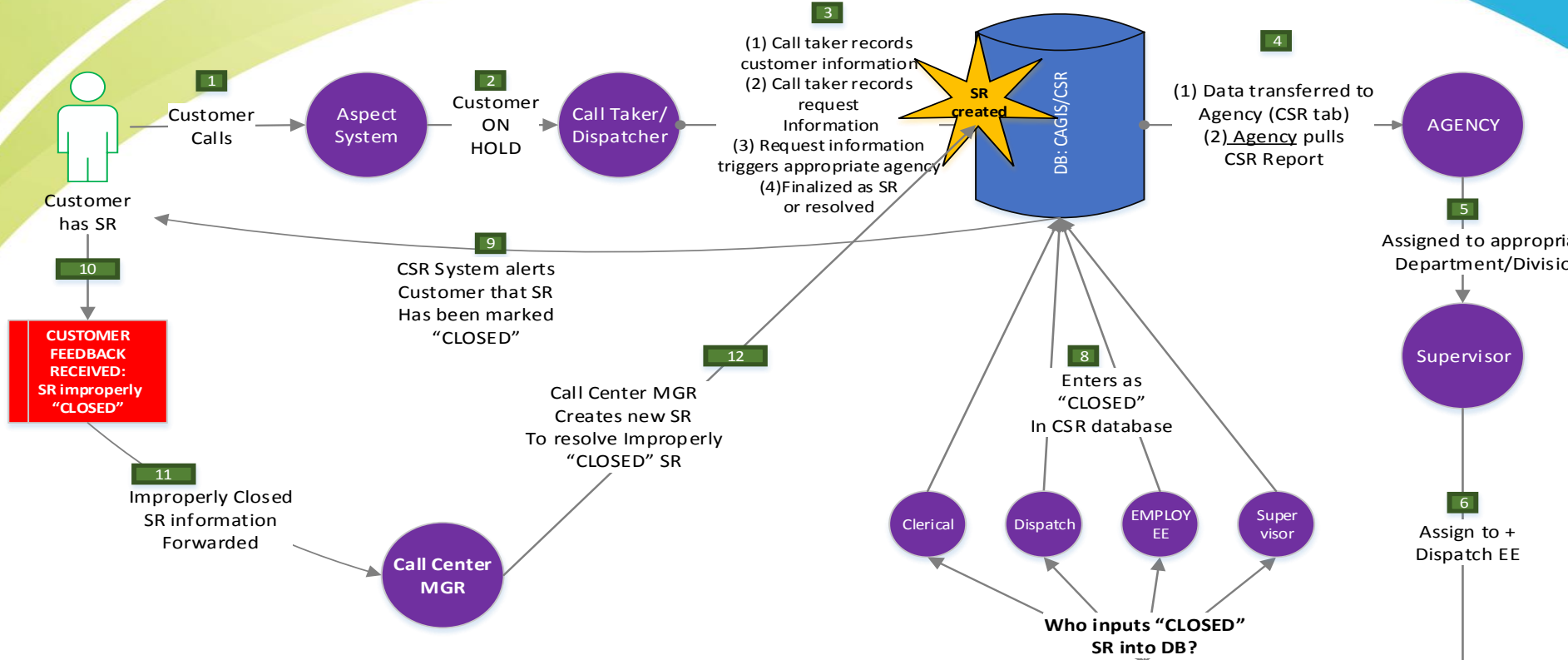
Database



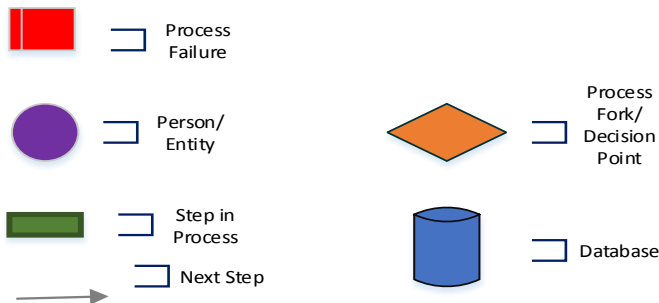
Next Step



# SR Improperly marked "CLOSED"



## PROCESS MAP KEY



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